



STATE OF NEW MEXICO
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New Motor Vehicle Registration Renewal Mailers Save The State \$330,000 In Postage and Operations Costs

New Mexicans Urged to Renew Vehicle Registrations Online

SANTA FE – In an effort to save money and also urge more New Mexicans to renew their vehicle registrations online, the State Motor Vehicle Division is sending renewal postcards instead of renewal packets with self-addressed envelopes. The State will save \$330,000 in postage and administrative costs a year as a result of this initiative.

“The new postcards contain all pertinent information to renew vehicle registrations online without having to make the trip to a Motor Vehicle Division office,” said Demesia Padilla, Cabinet Secretary for State Taxation and Revenue Department. “The entire online renewal process takes only a few minutes and can be done anytime of the day or night at your convenience.”

Each year, the State mails our 1.62 million registration renewal packets with self-addressed envelopes at the cost of over \$500,000. The new postcard will cut down the postage cost by half. The first batch of 135,000 postcards was mailed in early July with the same number of them scheduled to be mailed during the first week of every month.

“Our objective is to be spend taxpayer money wisely while improving customer service and efficiency at all our motor vehicle division offices,” Secretary Padilla said. “We want as many customers as possible to get online for registration renewals and not waiting in line at an MVD office. This will not only cut down on wait times at our MVD offices, but improve overall customer service.” In 2011, only 20 percent of the total registrations were done on line.

Since the postcard does not contain a self addressed envelope, customers must now provide their own if they choose to mail their registration renewals, along with a personal check for renewal fees. The postcard should not be modified by the customer to send in as its own envelope. All other registration information on the postcard is virtually identical to the old version including emissions notification for Bernalillo customers. Many other states have already transitioned to this new format including Utah, Wisconsin, Oklahoma, Colorado, Missouri, South Dakota, and Nevada.

Customers can also use the postcard for any vehicle change of address and for the renewal of commercial vehicle registrations. However, commercial registrations must still be conducted at field offices due to the verification of additional tax documents.

Customers can visit www.mvd.newmexico.gov to renew their vehicle registrations. Customers without internet access can call the interactive phone system at 1-888-683-4636. They will receive a five percent discount off the base registration fee through either online or interactive phone system.

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